

Outreach, Access, and Coordination Committees

Agenda

July 9th, 2025

2:00pm – 4:00pm

Join Zoom Meeting

<https://homebaseccc.zoom.us/j/86902912480>

Meeting ID: 869 0291 2480

One tap mobile

+16694449171,,86902912480# US

+16699006833,,86902912480# US (San Jose)

Meetings are public. Alameda County residents with lived experience of homelessness are encouraged to attend. Public Comment will be taken at the beginning of each meeting and is limited to 2 minutes per person.

Helpful links:

- **Google Drive folder** for the Outreach, Access, and Coordination (OAC) Committee: https://drive.google.com/drive/folders/1XydfAT-_booxFXw5eg3fmv_ZeXWhlrB9?usp=drive_link
- **Website page** (on Everyone Home website) for the OAC Committee: <https://everyonehome.org/about/committees/outreach-access-coordination/>
- **Acronyms and Glossary**: https://docs.google.com/spreadsheets/d/1I8hFMAU2IE-FqYmK8TZ9Hp40vmS1zRck9EBEbPIbwy8/edit?usp=drive_link

Committee Purpose

The purpose of the Outreach, Access, and Coordination Committee is to ensure that people experiencing homelessness receive available services tailored to their individual needs, and that the system offers welcoming and effective points of engagement. The committee will coordinate, monitor, and improve the quality and effectiveness of outreach, coordinated entry and other services that connect people to the homelessness response system and mainstream or other community services. Learn more about the purpose of this committee [here](#).

Meeting Purpose

The July 9th meeting will focus on a targeted discussion on Staffing and Grievances as part of the CES evaluation. This conversation will help refresh the committee's understanding and future CE recommendations. County staff will share relevant findings from the Equity Analysis,

and Homebase will present focus group insights gathered from Housing Resource Center staff, people currently experiencing homelessness, and housing providers.

Agenda

<p>1. Welcome / Introductions (Amy Cole-Bloom)</p>	<p>2:00pm – 2:05pm</p>
<p>2. Approval of minutes, June 11th, 2025</p> <p><i>No roll call vote is needed, corrections not already received by Homebase will be noted and minutes changed accordingly.</i></p>	<p>2:05pm – 2:08pm</p>
<p>3. Public Comment</p> <ul style="list-style-type: none"> Public comments are welcome from anyone in attendance at the meeting but are limited to 2 minutes per person. Comments are also accepted in advance of the meeting via email sent to: alameda@homebaseccc.org 	<p>2:08pm – 2:10pm</p>
<p>4. Homeless System Updates or Urgent Items (All)</p> <ul style="list-style-type: none"> Community members are encouraged to share announcements or other brief informational items. Jenn got a condo in Emeryville! 	<p>2:10pm – 2:15pm</p>
<p>5. Evidence-Based Solutions Committee Update (OAC Liaison)</p>	<p>2:15pm – 2:20pm</p>
<p>6. Ice Breaker</p> <p>Icebreaker: “You’re Now the CES Superhero—What’s Your Power?”</p> <p>Prompt:</p> <p>If you were a CES superhero, what’s your unique power—and how would it help staff or clients?</p> <p>Examples:</p> <ul style="list-style-type: none"> “Captain Follow-Up” – always knows when and how to reach clients. “The De-escalator” – instantly diffuses all grievances with empathy and snacks. “Time-Stretcher” – gives frontline staff an extra hour every day. 	<p>2:20pm – 2:30pm</p>
<p>7. CES Targeted Conversations: Staffing and Grievances (Homebase and County CES Staff)</p> <p>This is part of a series of “Targeted Conversations” around the selected CES evaluation topics, with the goal to refresh the committee’s understanding and create updated recommendations.</p>	<p>2:20pm – 3:55pm</p>

<p>The County and Homebase will present about the current knowledge we have around Assessment and Grievances. The County will provide findings from the Equity Analysis relating to those topics. Homebase will provide summarize focus group findings from sessions with a Housing Resource Center, sheltered and unsheltered individuals currently experiencing homelessness, and housing providers.</p>	
<p>8. Closing</p> <ul style="list-style-type: none"> • <u>Upcoming Agenda Items</u> <ul style="list-style-type: none"> ○ Topics: CES Evaluation Draft Report ○ Content: Past evaluation slides and equity analysis (H&H); related focus group findings (Homebase) ○ Discussion of upcoming agenda items for next meeting. Requests for agenda items are also welcome at this time or via email: alameda@homebaseccc.org <p>Next meeting August 13th, 2025</p>	<p>3:55pm – 4:00pm</p>

Meeting Norms For all Committee Members:

1. Each meeting starts with space for introductions: committee purpose, purpose of meeting, who is in the room, and an icebreaker (optional in the chat).
 - a. When you first speak: state your name, preferred pronouns, where you live or work, and your organization, agency, or general affiliation.
2. Committees have agendas and goals based on the committee's work plan. We all agree to stick to the agenda as much as possible.
 - a. Agenda items will be explained in the context of the committee's workplan and/or the CoC's work at large.
 - b. If other items arise, they will be tabled for future agendas.
 - c. The committee can decide as a group whether a non-agendized item should be discussed at a future meeting or whether it's not a topic for that committee to tackle.
3. Explain acronyms the first time they are introduced, and maybe say the whole word within the acronym, and then the acronym as a reminder for the first few meetings.
4. Everyone is encouraged to participate.
 - a. One person speaks at a time.
 - b. No one or two individuals should dominate a discussion.
5. Seek first to understand.
 - a. Listen to and respect other points of view.
 - b. Do your best to understand the pros and cons of every option.
 - c. This is a public discussion, not a debate.
6. If someone needs to be reminded of the ground rules and norms, remind them to assume good intentions and handle each other with grace.
7. Need to work from a trauma centered perspective.